

News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

Social Engineering

You receive an email message that looks like this:

Hi,

My name is Ted Dehanson and I am the system administrator here at state.mt.us. We recently had a security break-in and are re-assigning passwords to users. We would highly recommend that you change your password as soon as possible to the randomly chosen password below.

Your randomly chosen password is: abc123

Thank You,

Ted Dehanson

Would you change your password?

You get a sweepstakes entry in the mail and it asks for your social security number and a password for verification when you win the million dollars. Do you fill it out and send it in using the same password that you use for logging into your computer at work?

Someone calls you on the phone at work and tells you that they are working on the computer system with your network administrator. They need you to log out and log back into the network telling them every keystroke you type including your loginID and password. Do you tell them?

A woman calls the help desk claiming she forgot her password. There are 500 employees for whom you are responsible for maintaining loginIDs and passwords. The woman's voice sounds a little different, but she says she has a cold. Do you change her password and give it to her?

You receive a patch for one of your software applications on a diskette in the mail. Normally you receive patches via other means, but this comes with a letter on "official" stationery. Do you install the patch?

These are some of the techniques that computer hackers use to penetrate or break in to computer systems. This is known as social engineering. The Hacker's Jargon Dictionary says that social



Inside

Enterprise News

- 1 Social Engineering
- 2 DPHHS/SABHRS Collaborate on Position Control
- 2 Calendar of Events
- 3 Customer Support Center Enhances ACD System

Mainframe News

- 3 Tape Data Set SMS Controls
- 4 Cataloging Tape Datasets

Meeting News

- 4 February ITMC Meeting

PC Talk

- 5 Oracle SQL*Plus Helpful Hints and Tips
- 6 Outlook 98 - Using AutoSignatures and vCards
- 7 Outlook 98 - Contacts
- 8 Macros
- 8 Excel - Center Text Across Columns Without Merging
- 9 Smart Cut and Paste in Word
- 9 Windows 98 - One Click Exit or Restart
- 9 Visual Basic for Applications - Resizing Arrays
- 10 Windows Freebie - FileTip

PC Contract News

- 10 PC Term Contracts

Training News

- 11 Media Based Training
- 11 Computer Security Training for End Users
- 12 Project Management Training
- 13 Training Calendar
- 14 SABHRS (MT PRRIME) Classes
- 15 State Training Enrollment Application

How to reach us

- 16 Editor's Notes

Published Monthly by
Information Services Division

engineering is "a term used to describe cracking techniques that rely on weaknesses in wetware (people) rather than software; the aim is to trick people into revealing passwords or other information that compromises a target system's security".

Computer users should follow these basic rules to avoid being "socially engineered":

- Never give your password to anyone (not even your spouse, supervisor, etc.).
- Never reveal any loginID information to someone you do not know.
- Question what you read in email if it is not from a known, trusted source.
- In a large organization, have some type of verification for password changes.
- Never install patches to applications in a production environment first. Always test any updates for software to insure their validity and stability.
- Report any suspicious questions that strangers ask to the Network Security Officer.

Using common sense helps, too! For more information regarding Social Engineering, contact Lynne Pizzini, Network Security Officer at 444-4510, Outlook or email at lpizzini@state.mt.us.

DPHHS/SABHRS Collaborate on Position Control

As Kelly Elder, Department of Public Health and Human Services (DPHHS) project director explains, "the Position Control Extract and Reporting Project enables agency budget analysts to monitor human resource activities, as well as effectively track and manage personal services expenditures and to project personal services costs."

Here's how the project works. Biweekly, after SABHRS payroll runs, an extract of various data elements are exported to an Oracle database located on the DPHHS server. Kelly built the queries, or programs, to extract the required data elements while Dan Sidor, SABHRS systems analyst, built the extracts and placed them into the SABHRS batch cycle.

Jamey Schneider, DPHHS programmer analyst, has completed the first in what is expected to be a series of reports that utilize the extracted data. Jamey's initial report shows current pay period and year to date expenditures at the employee, position, position pool, and department level.

Calendar of Events

March

- 1** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 2** Montana Geographic Information Council (MGIC), 9:30-12:30 pm
Rm 160, Mitchell Bldg.
- 15** 9-1-1 Advisory Council, 9:00-Noon,
Elkhorn Mountain Inn, 1 Jackson Creek Road, Montana City
- 16** SABHRS Governance Committee, 3:00 - 5:00 pm, Rm 160, Mitchell Bldg.

April

- 5** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 19** Information Technology Advisory Council (ITAC), 8:30 - noon, Rm 111, Metcalf Bldg.



This project is unique. DPHHS is allowing other agencies to piggyback on their efforts. Extracts have been developed for nine interested agencies and those agencies are currently utilizing the reports created by the system. Agency personnel with security clearance can access the data from their own desktops. The project demonstrates that working together, agencies can meet their reporting needs. According to Kelly, "Dan Sidor and Mark Cress have been extremely helpful in making the project a success."

What is the future plan for the system? From a DPHHS perspective, additional reports will continue to make the system more usable. In addition, DPHHS will provide the system code to

SABHRS staff so that the initial DPHHS Position Control report can be distributed to agencies via Report Distribution System (RDS).

How is this project being received by agencies? Kelly, Dan and Jamey earned a round of applause from the SABHRS Executive Council. And JanDee May, one of the beneficiaries of the system at the Department of Justice, offers a "hats off" to Mike Billings, Dan Forbes, Kelly, Jamey and the SABHRS staff who made the system a reality. "The system provides the detail for reconciliation and comparison... and that gives us confidence in SABHRS data" according to JanDee.

For additional information, or to participate in the project, contact Dan Forbes of DPHHS at 444-1794, Outlook or email at dforbes@state.mt.us or Dan Sidor of SABHRS at 444-2029, Outlook or email at dsidor@state.mt.us.

Customer Support Center Enhances ACD System

To provide better service to you, our clients, the ISD Customer Support Center has added new voice menu options to our ACD (Automatic Call Distribution) system. These new menu options will provide information on scheduled outages for an entire week and into the weekend. This notification message will be placed on our regular hours ACD recording in addition to our after hours recording. These changes will be in effect by February 25, 2000 and will require a modification in the sequence of available options. Please listen carefully to the announcement before making your menu selection to ensure responsive, accurate customer service. Call 444-2000 today to preview these enhancements – we're sure you'll like the change!

For further information or questions, contact Barb Sheline of the Customer Support Center at 444-4909, Outlook, or email to bsheline@state.mt.us.

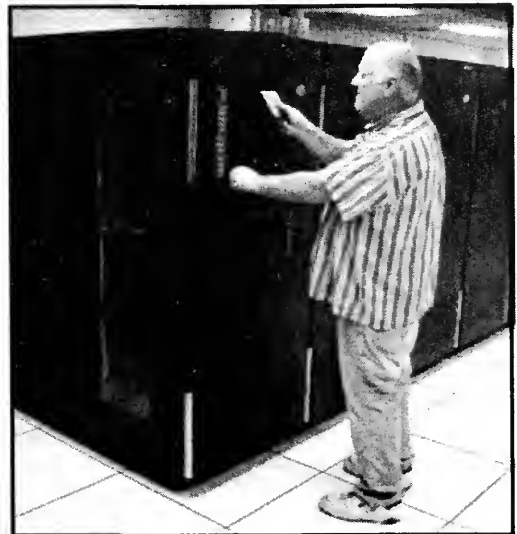
Tape Data Set SMS Controls

With the installation of the Virtual Tape System (VTS), all allocations of tape datasets have been occurring under the control of the System Managed Storage product (SMS). This allows controls to be enforced on where the dataset is placed. E.g. virtual volumes, 3590 Magstar volumes, or 3490 volumes.

One control that has been installed is the placement of newly created large (greater than 5GB) datasets on a Magstar volume instead of a virtual volume. Since new datasets are written first to the VTS cache device it is important not to fill the cache with only a few large datasets. This helps the I/O time for the majority of datasets to remain very low since no tape mounts are required for datasets residing in the cache. If a few large datasets occupied the cache, only they would benefit from faster I/O time. By cutting off the size at 5GB, the smaller but more numerous datasets will benefit.

It is possible to force a 5GB dataset to a virtual volume if it is absolutely required but that should not be the case in most instances. Before a dataset is diverted to a Magstar volume the owner will be contacted and permission obtained.

Direct your questions to Bill Ramsay of the Computing Operations Bureau at 444-2902, Outlook or email at bramsay@state.mt.us.



Bill Ammann changes a tape in the Library

Cataloging Tape Datasets

Do you access your DASD datasets by specifying a volume serial number? For the overwhelming majority, the answer would be no. The DASD volumes are not removable and therefore most users do not care what volume their dataset resides on. Most DASD datasets are cataloged.

The same thinking could apply to your tape datasets. In all reality, you will not be removing the tape volume from the library unless you have had it written to a special volume.

So, why not catalog your tape datasets? Tape datasets under catalog control are easier to track. You can uncatalog the dataset, just as you would if it were on DASD, which would then release the tape volume. If you have a large dataset that is diverted to a Magstar volume (see *Tape Datasets and SMS Control* in this issue) no JCL changes will be needed since you do not specify a volume serial number. Many other benefits are available with catalog control. Give it a try!

Direct your questions to Bill Ramsay of the Computing Operations Bureau at 444-2902, Outlook or email at bramsay@state.mt.us.

February ITMC Meeting

The Information Technology Managers Council meets monthly to review technology issues affecting the State of Montana enterprise. The group met on February 2, 2000.

The Council was briefed on the following IT topics:

- SABHRS – queries, reports and upcoming new releases
- New IBM PC Term Contract (see article, this issue of *ISD News & Views*)
- Network Outages proposal – ISD will bring a final recommendation to the Council in March
- The MIS Services Term Contracts will be renewed with the same services and same vendors
- Office 2000 has been adopted as a state standard; the suggested sunset date for Office 97 is June 2001.
- The Executive Board will be looking at strategic directions for Windows 2000 Server
- ISD will bring recommendations on Windows 2000 Desktop to the March meeting

**Office 2000 has been
adopted as a state
standard; the
suggested sunset
date for Office 97 is
June 2001.**



Complete meeting minutes are available on the ISD web site at <http://www.state.mt.us/isd/groups/itmc/index.htm>. For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.



Rules for entering SQL statements:

- SQL statements may span multiple lines
- Line breaks may occur anywhere SQL allows white space, but blank lines are not allowed.
- Comments, delimited by /*...*/, may be embedded anywhere white space is allowed. A comment entered this way may span multiple lines.
- SQL statements must be terminated in one of three ways:
 - The statements may end with a trailing semicolon.
 - The statement may end with a forward slash character, but the forward slash must be on a line by itself and it must be in column 1 of that line.
 - The statement may end with a blank line, in which case it will be stored in the SQL buffer rather than be executed immediately.

Oracle SQL*Plus helpful hints and tips

Changing your database password

Username is the user whose password you want to change. Usually only database administrators (DBAs) can change passwords for other users. You do not need to supply a username if you are changing your own password.

The syntax for the password command is

```
SQL> PASSWORD (may be abbreviated to
PASSW)
```

Then hit return and follow the instructions.

If you are using SQL*Plus prior to version 8, the command line needed to change your password is

```
SQL> ALTER USER user_name
IDENTIFIED BY new_password;
```

The PASSWORD command has the advantage of not showing the new password on the screen.

Some SQL*Plus commands

/	- Run
run	- Run
set autocommit on/off	- Turn on/off the auto commit
desc	- Describe a table
l	- List the select statement
c//	- Change e.g. c/select/select
del	- Deletes the current line
i	- Insert a line
a	- Append a line
*	- All
edit	- Edit a select statement in WordPad

For more information on Oracle Reports, Forms, or any Oracle Tools, contact the following members of the Systems Support Bureau: Steven St. John at 444-2910, email at ssjohn@state.mt.us, Barry Fox at 444-5895, email at bfox@state.mt.us. Oracle database information can be obtained by contacting Tony Noble at 444-2922, email at tnoble@state.mt.us or Tom Rediske at 444-1593, email at trediske@state.mt.us.

Outlook 98 – Using AutoSignatures and vCards

Do you want to add a signature to your emails? Or for a professional touch, how about adding a virtual business card? In Outlook 98, it's easy to create just the right finish for your messages.

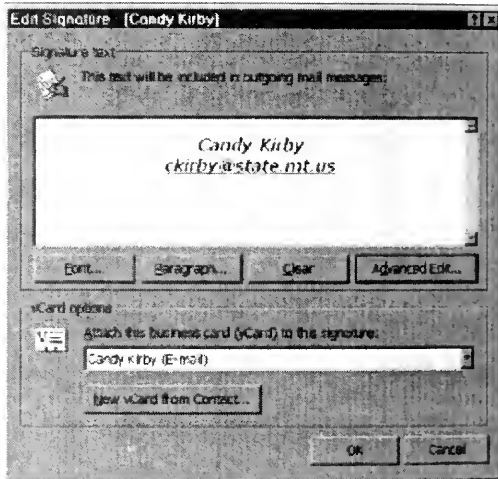
To create an AutoSignature:

Start from your Inbox by clicking on **Tools | Options | Mail Format** tab then click **Signature Picker | New**. Type in a name for your signature and click Next. You can create multiple signatures to fit different messages that you will be sending, giving each style a different name. Type in the text for your signature in the Signature text window. The font and paragraph keys can be used to customize your signature along with text color. For more extensive editing, click the Advanced edit button. This will enable you to use Word for more editing options. When you are satisfied with your signature, save it. As you close out of the windows, check on the Mail Format page to make sure the **Use this signature by default** is either set to the signature that you want to use or to **None**, if you want to choose a signature to attach to each email sent. The other option on this page that you can set is **Don't use when replying or forwarding**. After you've created your signature, go to **Tools | Options | Mail Format** and then choose the signature you wish to use.

save the vCard file and click Save. Unless changed, the vCard file will be created with the same name as the contact.

You may choose to attach your vCard with your signature to each outgoing email automatically. You would do this by going to the **Tools | Options | Mail Format | Signature Picker**. Choose the appropriate signature and click **Edit**. In the Signature Picker window, you can use the **New vCard from Contact** to choose your contact from the contact list.

If you want to attach your vCard to selected outgoing messages, you may click **Insert | File**, find your vCard file and click ok.



To create a Contact directly from a vCard:

If a vCard arrives in your in-box as an attachment, you can create a Contact entry by double-clicking the vCard. Choose **Save | Close** to add it to your contacts.

If you have any questions about this article, please contact Candy Kirby of End User System Support at 444-1542, Outlook or email at ckirby@state.mt.us. If you have any problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

To create a vCard for yourself:

Create a contact entry for yourself including all relevant information that would normally be on your business card (phone number, address, internet address). After you have saved the created contact, re-open contacts and choose **File | Save As**. In the **Save file as type** list, choose VCARD Files (*.vcf). Choose the directory and folder where you want to

John Hancock

Outlook 98 – Contacts

The default display in the Outlook 98 Contacts folder will sort the contacts based on the **File As** field. Normally the **File As** field displays the person's name in Lastname, Firstname format, so the display shows an alphabetical sorting of contacts by last name.

You can change the sort order to suit the organizational method that is most effective. In this example, we'll set the Contacts display to sort based on City.

We'll need to create a new view:

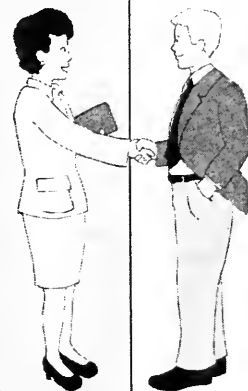
1. Open your Contacts folder.
2. Select **View|Current View|Define Views|New**.
3. In **Name of new view** box, type City Sort.
4. In the **Type Of View** list, click to select Card.
5. Under **Can be used on** click **All Contact Folders** and the OK button on the bottom of the **Create a New View** window. This will open the **View Settings for City Sort** box. This box allows you to set the sort field and the order that fields appear in the Card view.
6. In **View Settings for City Sort** window, click **Fields** to open Show Fields. This allows you to choose the fields displayed and arrange their order.
7. In **Show these Fields in this order**, remove any unneeded fields that you do not want to appear in the sorted Contacts view. Any field that you remove will remain visible on the detailed, individual Contact card view.
8. For this example, change the **Select available fields from** to **Address Fields**. In the Available fields list, click the **Business Address City** field and then click **Add**. In the **Show these fields in this order** list, click to select the **Business Address City** field and repeatedly click Move Up, until **Business Address City** is at the top of the list.
9. Click OK to return to the **View Settings for City Sort** box and then click the Sort button.
10. In the Sort window, change the **Select available fields from** list to Address fields. Then, in the **Sort Items By** list, select **Business Address City**.
11. Click OK, OK, and Close to close all dialog boxes.

We now have the new view created, and only need to switch the Contacts display to this new view.

12. In the Standard Toolbar Current View list, click to select your new "City Sort" view.

Your contacts should now appear in card view with the city name appearing at the top of each contact. Within each grouping of cities, the contacts are sorted based on the second field in the **Show these Fields in this order** list that we modified in Step 8.

If you have any questions about this article, please contact Hunter Coleman of the End User Support Section at 444-2858, Outlook or email at hcoleman@state.mt.us. If you have any problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.



Macros

Converting WordPerfect Macros to Microsoft Word, Visual Basic for Applications

Converting Macros that Pause

Unlike WordPerfect, Visual Basic lacks a means to pause execution in the middle of a process. This is not a serious shortcoming; it merely requires that the macro behave in a different manner than it did in WordPerfect.

As an example, a common WordPerfect macro that used pauses is the "memo fill-in helper." This macro paused for user entry for each line of the memo. There is no need to replicate this behavior in Word, and in fact, it is undesirable to do so. It is far better to write a macro that collects all of the pieces of information for the memo, then inserts all the text at one time.

For example, here is a short macro that asks for the To:, From:, and Subject: fields of a memo, then inserts the information after all three prompts have been answered.

```
ToField = InputBox("Send memo to")
```

```
FromField = InputBox("Memo from")
```

```
SubjectField = InputBox("Memo about")
```

With Selection

```
.TypeText Text:="To: " & ToField
```

```
.TypeParagraph
```

```
.TypeText Text:="From: " & FromField
```

```
.TypeParagraph
```

```
.TypeText Text:="Subject: " & SubjectField
```

```
.TypeParagraph
```

End With

If you have any questions on this article please contact Jerry Kozak of End User Systems Support at 444-2907, Outlook or email at jkozak@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Excel - Center Text Across Columns Without Merging

The Merged Cells feature of Excel 98 often helps enhance the appearance of worksheets. This is especially useful when you want to center text across several worksheet columns, such as for a range heading. However, a drawback is that you can't copy or cut rows or columns that intersect with merged cells. If this is a requirement, you can get around the problem by reverting to a technique from pre-Excel 97 days. Enter the text in the leftmost column of the range of columns you're working with. Select the cell with the text and extend the selection across the remaining columns. Then, choose **Format | Cells | Alignment** and then **Center Across Selection** from the **Horizontal** dropdown list, and click OK.

If you have any questions about this article contact Mike Moller of End User Systems Support at 444-9505, Outlook or email at mmoller@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.



Smart Cut and Paste in Word

When you use cut and paste in a Word 97 document, Word takes care of adding the correct spacing – that is, if you have the **Smart Cut and Paste** option selected.

Run Word and choose **Tools | Options**. When the Options dialog box opens, click the **Edit** tab. Now, select the **Use Smart Cut and Paste** check box and click OK to close the dialog box and record your new setting.

With Smart Cut And Paste enabled, you can paste a word right next to another and Word adds a space for you. Also, if you insert a word before a period, Word makes sure there's no space between the end of the pasted word and the period.

This tip is adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Windows 98 – One Click Exit Or Restart

To create a desktop shortcut that allows you to shut down with one click: Right-click the desktop; select **New, Shortcut**; in the Command Line text box, type **rundll.exe user.exe,exitwindows** and click **Next**; name the shortcut **Shut Down**, then click **Finish**. You will now have a Shut Down shortcut on your desktop. Click on it and the familiar Windows shutdown process begins.

You can use a similar technique to create a Restart shortcut. Just follow the steps above, but in the Command Line text box, type **rundll.exe user.exe,exitwindowsexec**. And of course, you'll want to name the shortcut **Restart**.

These tips are adapted from www.Tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Visual Basic for Applications – Resizing Arrays

VBA allows you to resize an array. By **resize**, we mean you can change the number of elements the array stores. For instance, the statement

```
Dim iMyArray(3) As Integer
```

declares an integer array with three elements. If you need to change the number of elements in an existing array, you should use the **Redim** statement in the form

```
Redim arrayname(x) As datatype
```

For instance, if we wanted to resize **iMyArray** to handle 10 elements, we'd use the statement

```
Redim iMyArray(10) As Integer
```

Be careful when you resize an array because the elements will lose their values.



These tips are adapted from www.Tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

Windows Freebie – FileTip

(Adapted from the *PC Magazine* website)

FileTip is an extension to Windows Explorer that displays information tool tips when you place the mouse cursor over a filename in an active window. Microsoft Office provides a similar feature for Word, Excel and PowerPoint files. FileTip supports text files, executables, shortcuts, Zip files, bitmaps, icons, animated cursors, AVI files, and HTML files. Different types of information are provided for each file type. For example, the Zip file tool tip displays the file count and the names of the first five files. The shortcut tool tip gives the path to which the shortcut points. To distinguish tool tips created by FileTip from other tool tips, FileTip prefixes the tool tip text with the heading **FileTip:**. A configuration utility lets you add extensions to different file types. Also, the utility's open architecture enables developers to add new FileTip Extension DLLs without changing FileTip itself.

FileTip, Version 1.0 Copyright (c) 2000 Ziff-Davis, Inc. Written by Patrick Philippot

First Published in *PC Magazine*, US Edition, February 8, 2000, v19n02

If you would like a copy of the FileTip files they are available on the Value Added Server (VAS) at `\guest\windows\win95\addons\FileTip`. If you do not have access to the VAS or for more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or email at ivavruska@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff or call the ISD Customer Support Center at 444-2000.

PC Term Contracts

As a result of the recent RFP effort for personal computers and Intel-class servers, the State is pleased to announce contract awards to the following manufacturers and their designated resellers (if applicable):

Compaq Computer Corporation –
ComputerLand of Western Montana

Dell Computer Corporation

IBM Corporation – ComputerLand of Helena

These contracts are exclusive, which means that state agencies must obtain PCs and Intel-class servers from the above contract holders. Notebook computers and other accessories are also available for your convenience. Pricing and ordering information is as follows:

- **Compaq** – The State of Montana web site is <http://www.compaq.com/state/montana>. It is preferred that you order through this website. (Order through ComputerLand of Western Montana, or direct through Compaq).
- **Dell** – The Montana web site is http://dellapp.us.dell.com/slg/home.asp?customer_ID=RC956863. Again it is preferred that you order Dell products through the website.
- **IBM** – State pricing is on ISD's Value Added Server (DOA_VAS_001) under `\sys\guest\contract.trm\pc`. Contact Mike Price at ComputerLand of Helena for all other assistance.

For more information or for assistance with any problems contact Brett Boutin of the Policy, Development and Customer Relations Bureau at 444-0515, Outlook, or email at bboutin@state.mt.us.

Media Based Training (MBT)

MBT courses can be a great alternative to instructor led training, especially if you work at a remote agency site. They are self-paced courses that run off your office PC.

To find out what courses are available go to <http://www.state.mt.us/isd/current/training/mbt.htm> on the web.

In February 2000, ITAC approved Office 2000 as a new state standard. ISD now has the MBT to support this change. The following courses are available. For a full course description please visit the web site.

- 11. 01.01 - Word 2000 Level 1
- 11.01.02 Word 2000 Level 2
- 11.01.03 Word 2000 Level 3
- 11.02.01 - Excel 2000 Level 1
- 11.02.02 - Excel 2000 Level 2
- 11.02.03 - Excel 2000 Level 3
- 11.03.01 - Access 2000 Level 1
- 11.03.02 - Access 2000 Level 2
- 11.03.02 - Access 2000 Level 3
- 11.04.01 - PowerPoint 2000 Level 1
- 11.04.02 - PowerPoint 2000 Level 2
- 11.04.03 - PowerPoint 2000 Level 3

To check out a course, contact Shawndelle Semans at 444-3820, Outlook or email at ssemans@state.mt.us. If you have questions about the courses after viewing the web site, contact Trapper Badovinac of the Policy, Development and Customer Relations Bureau at 444-4917, Outlook or email at tbadovinac@state.mt.us.

Computer Security Training for End Users

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of email and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30am in room 13 of the Mitchell Building.

Date: Thursday, March 16, 1999

Time: 8:30-10:30 am

Location: Rm. 13, Mitchell Bldg.

For registration or more information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.



Project Management Training

Universal Systems Development

Postponed - New date to be determined

8:30 – 5:00

Cogswell Building, room 209

Cost: \$775 (discount if 20 or more attend)

Presented by Systemation, Inc.

Major topics include:

- Information Systems Development strategies
- An Effective Strategy for Analysis and Design
- The Concept and Use of Objects
- Analyzing and Modeling a Problem Domain
- Testing, Validating and Packaging the Analysis Results
- System Design
- Client/Server Development
- Object Oriented Development
- Interface Design
- Process Architecture

This 5-day class has been extremely well received by State of Montana attendees.

Systems Testing and Quality Assurance

April 6-7, 2000

8:30 – 5:00

Room A, 2550 Prospect Avenue

Cost: \$535 (discount if 20 or more attend)

Presented by Systemation, Inc.

Condensed Outline:

- Introduction
- Major Software Development and Testing Issues
- Test Types and Responsibility
- Test Planning
- Defect Prevention
- Test Management
- Problem Solving Techniques
- Object Oriented Testing
- Software Tools for Testing
- Getting Started

Project Management for Information Systems

April 24 - 26

8:30 – 4:30

Location To Be Announced

Cost: \$700 (discount if 20 or more attend)

Presented by Systemation, Inc.

Features of the class:

- Our facilitators bring real-world experience to every workshop
- You will be led, not lectured, through a hands-on case study
- As a team, you will work through scenarios providing an experimental environment where
- you can take risks and make adjustments based on your results before taking on big projects
- You will learn concepts and techniques applicable to any project, tool, or IT methodology
- You will learn information consistent with the Project Management Institute's Project
- Management Body of Knowledge (PMBOK)

You will discover how to:

- Develop a project plan from formulation to implementation, and learn how
- to successfully present it to management
- Use different Systems Development Life Cycles (SDLC)
- Build a Work Breakdown Structure (WBS)
- Use a Network Diagram to display a Project Evaluation and Review Technique (PERT) chart
- Use the Critical Path Method (CPM) in the Network Diagram to ensure the correct project duration
- Estimate and schedule IT project tasks
- Apply resources to a project plan
- Explore different personality types and learn how they affect project management

More detailed course information is available on the ISD website at: <http://www.state.mt.us/isd/current/training/index.htm> To register, email Lois Lebahn of Information Services via Outlook or at llebahn@state.mt.us. For other questions, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, Outlook or email at wwheeler@state.mt.us.

Training Calendar

Non Credit Workshops

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes are held at the Ray Bjork Campus, 1600 8th Avenue, Helena.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, you must send or deadhead a **State Training Enrollment Application** to

*State Training Center, HCT
Helena, MT 59601*

If you have questions about enrollment, please visit our web site at www.hct.umontana.edu, call 444-6821 or email to 'Helena College of UM'.

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for state agencies.*

	Prerequisites	Dates	Cost	Hours
Data Base Classes				
Intro to Oracle	Windows 95/98	TBA	200.00	14
Discoverer 3.0	Windows 95/98	TBA	100.00	7
SQL/PL-SQL	Intro to Oracle	Apr 4-6	300.00	21
Oracle Developer 2000	Intro to Oracle			
& SQL/PL-SQL		TBA	**400.00	28
Oracle Designer	Oracle Dev; SQL/PL-SQL recom	TBA	**536.95	apr 35
Access 97	Windows 95/98	Mar 22-23 Apr 26-27	200.00	14
Visual Basic for Access 97	Access 97	Mar 8-9	200.00	14
Microcomputer Classes				
Visual Basic 6.0 NEW	Windows 95/98	May 15 – 26 am	500.00	
			+ book	35
Windows 98	N/A	Feb 7, Mar 6, May 9	100.00	7
Outlook 98	Windows 95/98	Mar 10 am, Apr 25 am, May 2 am	FREE	3
Adv. Outlook 98	Outlook 98	May 4 am	43.00	3
Intro to Word 97	Windows 95/98	Mar 7, Apr 13, May 1	100.00	7
Intermediate Word 97	Intro to Word 97	Mar 9, Apr 17, May 3	100.00	7
Macros for Word 97 (VBA)	Interm Word 97	Apr 19-20	200.00	14
Creating Forms in Word 97	Interm Word 97	Apr 27 am	50.00	3.5
Intro to Excel 97	Windows 95/98	Mar 21, Apr 4, Apr 11, May 10	100.00	7
Intermediate Excel 97	Intro to Excel 97	Mar 27, Apr 25, May 23	100.00	7
Advanced Excel 97	Interm. Excel 97	Apr 13 am	50.00	3.5
Graphing in Excel 97	Interm. Excel 97	Apr 6 am	50.00	3.5
Internet	Windows 95/98	Apr 26 am	50.00	3.5
Building Web Pages (FrontPage 2000)	Internet	Mar 22-23 May 2-3	200.00	14
PowerPoint	Windows 95/98	Mar 2-3, May 16-17	200.00	14
Microsoft Project 98	Windows 95/98	Mar 30-31	200.00	14

SABHRS (MTPRRIME) Classes

	Dates	Cost	Hours
PS Query/Crystal Reports	Mar 2-3 Mar 15-16 Apr 11-12 Apr 18-19 May 31 – Jun 1	200.00	14
Document Direct	Mar 29 pm Apr 28 am	29.00	2
SABHRS Reports	Mar 29 am		
For Accounting & Payroll Technicians (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Apr 14 am May 2 pm	50.00	3.5
SABHRS Reports	Mar 24 am		
For Managers & Budget/Accounting Analysts (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)	Apr 6 am May 2 am	50.00	3.5
More SABHRS Classes for MANAGERS			
SABHRS Overview for Managers & Fiscal Officers	Mar 22 am Apr 12 am May 3 am	50.00	3.5
SABHRS: Accessing Information for Revenue, Expenditure, and Budget Analysis	Mar 31 am Apr 20 am May 5 am	50.00	3.5
Financial Modules			
GL1: Basic Journal Entries	Mar 14 Apr 11 May 4	100.00	7
GL3: General Ledger Budget Management	Mar 21 Apr 19 May 17	100.00	7
Accounts Payable	Mar 3 Apr 3 May 9	100.00	7
Accounts Receivable	Mar 24 Apr 24 May 23	100.00	7
Asset Management	Mar 16 Apr 17 May 11	100.00	7
Purchasing	Mar 23 Apr 26 May 18	100.00	7
Human Resource Modules			
Time & Labor	Mar 1 Apr 5 May 10	100.00	7
Managing Position & Employee Data	Mar 17 Apr 13 May 16	100.00	7
Training Administration	Mar 28 am Apr 21 am	50.00	3.5
Applicant Hiring Process	Mar 30 am Apr 27 am	29.00	2

Prerequisites may be met with consent of Instructor.

*High Estimate - Cost may vary depending on travel expenses & # of students

**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

Billing Information/Authorization Mandatory

LogonID _____ Agency# _____ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes



Published monthly by

Information Services Division (ISD)
Department of Administration
Room 229, Mitchell Building, Helena, MT 59620
406-444-2700 or FAX 406-444-2701

This newsletter is dedicated to educating and informing with pertinent State technology news. Alternative accessible formats provided upon request to persons with disabilities.

Articles may be reproduced

Materials may be reproduced without permission by referencing *ISD News & Views*, the month it was printed, and the author's name at the end of the article.

FREE Subscription

Please contact Lois Lebahn via e-mail, if your mailing information is incorrect, or to receive *ISD News & Views*. Include your name, agency, division, bureau, phone, address, city, state, and zipcode.

Available in Various Formats

- ISD Box #, Deadhead or Mail
- www.state.mt.us/isd/current/news/index.htm
- ISD's Value Added Server/guest/N&V

To Submit an Article

Send the article to Trapper Badovinac, via e-mail. The deadline for inclusion in the following month's newsletter is the 1st Friday of the previous month.

Printing & Distribution

960 copies were printed and distributed for \$620.

Contacts & Editor

Editor: Trapper Badovinac (444-4917),
Outlook or e-mail at tbadovinac@state.mt.us

Layout: Trapper Badovinac (444-4917),
Outlook or e-mail at tbadovinac@state.mt.us

Subscription: Lois Lebahn (444-2073),
Outlook or e-mail at llebahn@state.mt.us

ISD Customer Support Center

For problems or opportunities call 444-2000.

<http://www.state.mt.us/isd/current/news>

Is Your Address Correct?

Department of Administration
Information Services Division
Mitchell Building, Room 229
P.O. Box 200113
Helena, MT 59620-0113